

Service Update

17106 Windshield Wiper Transmission Missing Welds



Reference Number: N172088650

Release Date: March 2017

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2017	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, and GMC Yukon, Yukon XL vehicles may have a condition in which welds are poor or missing from the wiper motor bracket to linkage assembly. If this condition is present the wiper system still operates and wipers will still wipe the windshield; however, excessive noise will be heard during windshield wiper operation.
Correction	Inspect for correct welds, and if required, replace the windshield wiper transmission.

Parts

Quantity	Part Name	Part No.
1	Transmission - Windshield Wiper	22956300

It is estimated that only 13% of involved vehicles will require windshield wiper transmission replacement. Please order parts accordingly.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103062	Inspect Windshield Wiper Transmission Welds (No Further Action Required)	0.4	ZFAT	N/A
9103063	Replace Windshield Wiper Transmission (Includes Inspection)	0.7		

Service Procedure

Use the following steps to inspect the front windshield wiper motor mounting bracket welds. These welds connect the motor bracket to the wiper transmission assembly. The weld tool may have been positioned incorrectly at the time of manufacture. This condition is indicated by weld marks on the raised portion of the motor bracket. If the weld tool contacted the raised portion of the bracket, the welds may not be complete and the windshield wiper transmission will require replacement.

1. Remove the wiper arms and air inlet grill panel. Refer to *Air Inlet Grille Panel Replacement (Chevrolet/GMC)* in SI.
2. Inspect the windshield wiper motor bracket.

Service Update

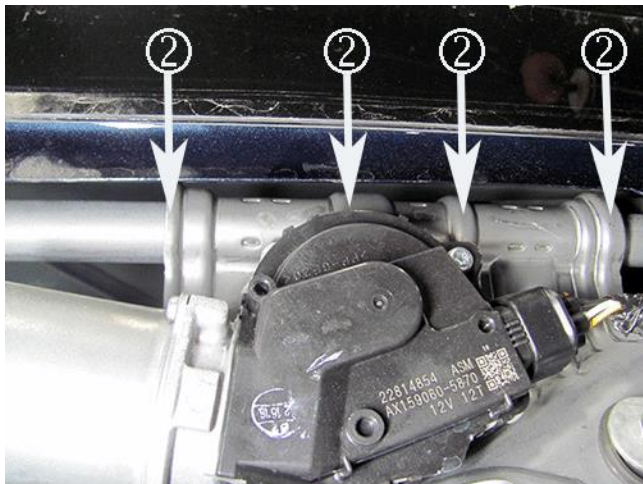
17106 Windshield Wiper Transmission Missing Welds



4738923

Unacceptable condition

- If the four raised portions of the motor bracket displays any weld tip contact (1), proceed to step 3 below.



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Correctly welded part

- If the four raised portions of the motor bracket are free of any weld marks (2), then proceed to step 4.
3. Replace the windshield wiper transmission. Refer to *Windshield Wiper Transmission Replacement (Chevrolet/GMC)* in SI.
 4. Reinstall the wiper arms and air inlet grill panel. Refer to *Air Inlet Grille Panel Replacement (Chevrolet/GMC)* in SI.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



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GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4384
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 16, 2017

Subject: 17106 - Service Update
Windshield Wiper Transmission Missing Welds

Models: 2017 Cadillac Escalade, Escalade ESV
2017 Chevrolet Suburban, Tahoe
2017 GMC Yukon, Yukon XL

To: All General Motors Dealers

General Motors is releasing Service Update 17106 today. The total number of U.S. vehicles involved is approximately 11,715. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 17, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS